

# Norfolk Community Services Board

## Legislative History

In 1969, Norfolk City Council established Norfolk Community Services Board to provide mental health, mental retardation, and substance abuse services to its residents. This reflected a major shift in how those services were provided—that they should be provided in the community where people live, not in state institutions. Increasingly since 1968, the emphasis has continued to shift from institutionalization to a community-based service system. (*City Code, Chapter 2, Article XIII.*)

The City's action was made possible by legislation passed by the Virginia General Assembly in 1968 that allowed communities to create Community Services Boards. (*Chapter 10, Title 37.1, Code of Virginia, 1950, as amended*)

## City of Norfolk Agency

Norfolk Community Services Board is the City of Norfolk agency responsible for providing mental health, mental retardation, and substance abuse services to the residents of Norfolk who need them. Although the Board is not a department of the City of Norfolk, the City is its fiscal agent. Employees are Norfolk Community Services Board employees, not employees of the City of Norfolk. The Board follows most of the City's guidelines concerning fiscal and personnel matters.

## Mission

To provide a system of mental health, mental retardation, and substance abuse prevention, treatment, and rehabilitation services for the residents of Norfolk.

## Philosophy

The Norfolk Community Services board is responsible for planning, establishing, evaluating, maintaining, and promoting the development of an effective and efficient system of mental health, mental retardation, and substance abuse prevention, treatment, and rehabilitation services for the citizens of Norfolk. Attention is given to both availability and accessibility of services.

A basic principle of the system of services is that, in every instance, responsible and appropriate treatment, training, and care shall be provided in the least restrictive environment, with careful consideration to the unique needs and circumstances of each person.

## Organizational Vision

An integrated and seamless system of quality services which is consumer sensitive and friendly, operates efficiently, is cost effective, and is accountable to all consumers, both internal and external.

## Four Service Principles

1. **Consumer Responsive.** We seek feedback from consumers to improve effectiveness and quality of services and incorporate that feedback into our system of services.
2. **Data Driven.** We collect and use accurate data to guide our decisions and improve the efficacy and effectiveness of services we offer.
3. **Cost Effective.** We utilize funds in such a way as to conserve dollars and provide the most effective delivery of services to consumers.
4. **Quality Services or Products.** We are committed to continuous improvement in order to increase the value of our services to consumers and the community.

## Board Membership

Norfolk Community Services Board is composed of a maximum of fifteen members. The members must be residents of the City of Norfolk and are appointed by and are responsible to Norfolk City Council. They are appointed to serve a three-year term, and may be re-appointed to serve a second term of three years. No member may serve more than two successive three-year terms; however, persons appointed to fill vacancies may serve two additional successive terms. Board Members are not compensated for their services.

Norfolk CSB members meet monthly to set policy and direction of Board activities.

# Officers of the Board

The Officers of Norfolk CSB are Chair, Vice-Chair, Secretary, and Treasurer. Officers are elected by the Board to serve a one-year term. No officer may serve more than three consecutive terms in the same position.

## Committees of the Board

**Executive Committee.** This Committee is composed of the elected officers of the Board. The Executive Committee conducts the necessary business of the Board between regularly-scheduled Board meetings. Any action taken by the Executive Committee must be ratified at the next regular meeting of the Board.

**Programs and Services Committee.** This Committee oversees and reviews the mental health, mental retardation, substance abuse and prevention services and program operations and functions of the Board. Members are appointed by the Board Chair.

**Administration and Resources Management Committee.** This Committee oversees and reviews the administrative functions and operations of the Board and is particularly involved in the development, presentation and monitoring of the budget and financial aspects of the Board. Members are appointed as designated in the By-laws.

**Community and Governmental Relations Committee.** This Committee coordinates and oversees the community and governmental activities of the Board and is responsible for coordinating the public information activities of the Board. Members are appointed by the Board Chair.

---